



# The State Hearing Process and You

## Your Rights to a State Hearing

The State Hearing is a process where you can have your child support case reviewed by a judge. You have a right to a State Hearing if you have gone through the complaint resolution process and:

- The county has responded to your complaint within 30 days and you are not satisfied with their response. You must request a State Hearing within **90 days** after receiving the county's response to your complaint.
- Or, the county did **not** respond to you within 30 days after they received your complaint. You must request a State Hearing within 90 days after you filed your complaint with the county.

The State Hearing will be held in your county within 30 days after the request is received by the State Hearing Office. You can contact the State Hearing Office toll-free at 1-866-289-4714. Or, write to the California Department of Social Services, State Hearing Office, 744 P Street, MS 19-98, Sacramento, CA 95814.

## How to Prepare for a State Hearing

The county Department of Child Support Services Ombudsperson can help you request a State Hearing and prepare needed documents. The following information would be helpful to prepare for your case:

- Write a statement of the facts of your case.
- Bring copies of any information and papers, such as statements and notices, that support your case.
- Prepare a list of witnesses and people who will speak on your behalf at the hearing, if any.

## What Complaints Can Go to a State Hearing?

The following types of complaints can be heard at a State Hearing:

- Your application for child support services has been denied or has not been acted upon within the required timeframe.
- Your case has been acted upon and you believe the county acted illegally.
- Child support payments were not given to you or you received the wrong amount. Or, you don't agree with the past-due amount. **(A court order for support, including current support and past-due support, cannot be heard at a State Hearing.)**
- The child support agency closed your child support case.

If needed, translation services and reasonable disability assistance are available to you free of charge.



California Department of Child Support Services  
1-866-249-0773 (toll free)

Gray Davis, Governor, State of California  
Grantland Johnson, Secretary, Health and Human Services Agency  
Curtis L. Child, Director, California Department of Child Support Services



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